



DISTRICT OF COLUMBIA

OFFICE OF THE STATE SUPERINTENDENT OF

EDUCATION

THE CHALLENGE AND OPPORTUNITY

The Office of the State Superintendent of Education (OSSE) is a mission-driven, complex and dynamic organization and is seeking a **Learning & Development Manager** to join its team to help manage all training and development initiatives agency wide. As the Learning & Development Manager at OSSE, you will be responsible for developing and implementing organizational solutions that result in the growth of all staff and that help drive an even more engaged workforce and increased performance. The Learning & Development Manager reports directly to the Director of Talent & HR.

Learning & Development is a critical component to the success of OSSE and the function plays a key role in the values of our agency. We believe in a culture of continuous learning and you will be the ultimate ambassador for that philosophy. Therefore, to succeed in this role, you must be a results-oriented self-starter and energized by the idea of working with teams to create, curate, improve and execute learning and development strategies that lead to organizational improvement. You operate as a project manager and are strategic about aligning learning solutions with the agency's goals. You're a gifted facilitator who derives joy from presenting and coaching – in multiple forums (e.g., live, virtual, hybrid). You are an expert in building relationships and creating partnerships with various levels of leadership and a variety of subject matter experts within an organization. Finally, you are passionate about the work we do.

SPECIFIC FUNCTIONS OF THE LEARNING & DEVELOPMENT MANAGER INCLUDE:

- Working with the Talent team to identify and deliver supports on key Talent initiatives such as succession planning, DEI work, talent acquisition and performance management.
- Executing feedback loops within the organization, including working with a vendor to develop, launch and analyze a 360-degree feedback tool with the goal of bringing the creation in-house if possible.
- Developing training material content and administer training sessions for OSSE's Mentoring Program, Coaching Program and Communities of Practice.
- Developing interventions to address deltas as defined in the annual Staff Survey, Customer Service Survey and other feedback loops.
- Facilitate learning experiences both virtual and in-person to staff across multiple worksites.
- Managing external vendors and partners to ensure objectives are met on time and within budgeted costs.
- Using elements of adult education and instructional delivery tools to create learning programs for an agency that is functionally diverse.
- Performing learning needs analysis to identify learning needs and skill gaps.
- Assessing training needs through surveys, interviews with employees, focus groups, or consultation with managers.
- Providing research on best practices and trends in learning and talent.

KEY QUALIFICATIONS

- Educational background or commensurate experience in adult learning, facilitation and instructional design principles; master's degree highly desired.
- Ability to deal with ambiguity and prioritize, manage and complete projects with tight deadlines.
- Very organized and able to handle multiple and changing projects/priorities.
- Ability to collaborate and influence internal stakeholders at various levels.
- Knowledge of principles and methods for curriculum and training design, facilitation for individuals and groups, and evaluating the effectiveness of learning programs.
- Experience in a training role, or a mix of training and coaching/mentoring experience.

Office of the State Superintendent of Education (OSSE) – Who We Are

OSSE is focused on sustaining, accelerating and deepening the progress being made for the District's 90,000+ students. As the state education agency, OSSE serves as the District's liaison to the US Department of Education and works closely with the District's 470+ early childhood facilities, 250+ schools, 60+ local education agencies (including DCPS and charter organizations), and community-based organizations.

Over the years, OSSE has worked hard to improve systems and supports to help close the achievement gap and ensure people of all ages and backgrounds are prepared to succeed in school and in life. DC remains the fastest improving state and urban school system in the country on the National Assessment of Educational Progress, also known as the Nation's Report Card.

Interested applicants should submit a resume and cover letter to OSSE.Talent@dc.gov.